

Total Business 2
Student's Book Answer Key

Module 1.1 Ways of Working
Pages 6 and 7

Vocabulary 2
1 F 2 H 3 A 4 G 5 C
6 I 7 D 8 E

Vocabulary 3
Possible answers
Freelance, temping, consultancy:
It's great because I'm my own boss but I still get to work with lots of different people.

Teleworking:
It can get a bit lonely at times. And I miss my colleagues and all the office gossip.

Job-sharing:
When one of us wants a week off, the other person does a few extra days so it's fairly flexible.

Shift work:
The only problem is sleeping. Your body never knows if it's night or day!

Part-time, teleworking:
My children are at school so it lets me spend more time with them.

Temping:
I like it because it's only for a couple of months and I'm saving my money to go round the world.

Hot-desking:
I wish I had my own space. I have to carry everything around in my bag and sometimes there's nowhere to sit.

Vocabulary 4
Possible answers

	Possible advantages	Possible disadvantages
freelance	you choose the job	no job security
teleworking	organise your work time	you need to be good at self-organisation
job-sharing	more free time	need to coordinate with other person
shift work	gives you your days free	tiring
part-time	more free time	less money

temping	lots of variety	hard to progress your career
consultancy	well paid	no job security
flexitime	good for work-life balance	not good for people who like routine
hot-desking	saves the company money	disruptive to employees

Reading 5
1 Open your mind
2 Plan for disaster
3 Get organised
4 Set your limits
5 Put pen to paper
6 Don't feel guilty
7 Two become one

Pages 8 and 9

Listening 1
1 Have a timetable and stick to it.
2 Advantages:
– you spend more time with the children
– more flexibility
– the company saves money on office space
– no commuting.
Disadvantages:
– sometimes you work in the evening
– you miss people and office news.

Listening 2
1 7.00 – get up, get the kids ready
8.30 – take kids to school
9.00 – start work
12.00 – have lunch
14.30 – finish work
2 She's been with her current employer since she left school, but she's been home-working for five years.
3 She's going to the office every day to meet visitors.

Grammar 3
1 B 2 D 3 A 4 C

Grammar 4
1 Present simple
2 Present perfect continuous
3 Present perfect simple
4 Present continuous

Grammar 5
1 need
2 communicate
3 have escaped
4 have been working
5 have been
6 'm working
7 answer

Module 1.2 Making Contacts
Pages 10 and 11

Listening 1

work for
responsible for
report to
specialise in
involved in
deal with
in charge of

Listening 3

Possible answer

'Networking' is the skill of making contacts and can help people progress in their career through knowing the 'right' people. The skill is important in areas such as sales where you need to develop relationships with potential customers.

Reading 4

1 A 2 A 3 C 4 C 5 B
6A 7 B 8 C 9 A 10 C

Reading 5

People network at:

- conferences
- trade fair events
- coffee breaks
- formal 'networking' events

The reasons are:

- to help people maximise their potential
- to get to know other people
- for people with little experience.

Listening 6

1 C 2 A 3 D 4 B

Listening 7/8

1 D 2 I 3 C 4 J 5 A
6E 7 K 8 L 9F 10 G
11 H

Pages 12 and 13

Writing 1

1 The email and post-it note are not related to her work.

2 The memo and the letter are formal because they are giving information and replying to a customer with a complaint. The language uses quite long and fixed expressions.

3 The memo is 'internal communication' because it was sent within the company. Everyone in the company received a copy of it.

4 The memo uses the *To/From/Date/Subject* headings. It doesn't require an opening salutation line (*Dear ...*) or closing salutation (*Best ... Yours ...*). Memos often have only one paragraph.

5 Tel. / asap / @ / RE

Writing 2

- 1 I am writing to ...
2/3 Further to our previous meeting / With regard to your letter dated ...
4 how about
5 I would like to apologise for
6 I'm sorry that ...
7 we are pleased to
8 Unfortunately
9 Can you
10 Do you want me to
11 May I remind you ...
12 Don't forget
13 we look forward to working with you ...
14 See you soon
15 Yours sincerely

Writing 3

Possible answer

To: All Staff

From: [Name of Student]

Date 25th July

Subject: Parental Leave

Further to our previous meeting, I am pleased to confirm that parental leave for fathers has been extended to three weeks. The new system will come into operation as from 25th September. May I remind you that your managers will require one month's notice?

Module 1.3 Speaking: Talking about yourself

Pages 14 and 15

Speaking Success 1

- A Yes, I **think** English ...
B... I'm **interested** in marketing.
C I'm from ...
D I'd like **to** work ...
E Actually, I'm just **finishing** my degree ...
F **For** about six years.

Speaking Success 2

1 O 2C 3E 4B 5D
6A 7F

Conversation Success 5

The examiner asks about:

- Business in your home town or country
- Present and future changes in working life

Conversation Success 6

- 1 I suppose that
2 can you repeat

- 3 I think that
4 In my opinion

Conversation Success 7

Possible answers

- 1 What kind of business is very important in your home town?
2 Do you think English will continue to be important for business in the future?
3 Which technology has had the biggest effect on business in recent years?
4 In what ways do you think working life will change in the next ten years?
5 If you had a choice of work training, what would it be? Why?
6 How effective is selling over the phone?

Module 2.1 Company Benefits

Pages 16 and 17

Vocabulary 2

- 1 a company car
2 flexible working hours
3 parental leave
4 an impressive job title
5 a pension

Reading 3

opportunities for promotion, training and staff development, a pension
*Note that the article also mentions ‘a reward and recognition scheme’ which is another form of incentive.

Reading 4

- 1 B 2 A 3 C 4 B 5 C

Vocabulary 5

- 1 take (Moloney’s comments) with a pinch of salt
2 takes care of
3 Take (Carole Palmer)
4 took part in
5 takes on
6 takes seriously

Pages 18 and 19

Speaking 1

- 1 How long have you been working for the company?
2 When did you join (the company)?
3 What was your first job?
4 What are you responsible for?
5 Where are you based?
6 What would you like to do in the future?

Grammar 3

Past simple: *started*
Present perfect: *has moved*
Present perfect continuous: *has been working*

Grammar 4

- 1 began
2 trademarked
3 became
4 has been
5 has been working
6 has been
7 took part

Grammar 5

- 1 have been working
2 joined
3 have had
4 have been considering
5 has expanded / has been expanding (we are unsure if the expansion has ended)
6 completed
7 have been studying
8 has agreed

Writing 6

Possible answer

Dear Sir or Madam

I saw your advert for the post of Personal Assistant to Overseas Sales Manager in yesterday’s newspaper and I would like to apply for the position.

As you can see from my attached CV, I have been working for a travel agency for the last six months, which I have really enjoyed. Before that I worked as a receptionist and secretary for two years.

I have a good knowledge of English as I completed a course at college and I am also fluent in Italian having lived in Rome for the summer in 2006.

Please note that my current manager has agreed to write me a reference. I look forward to hearing from you.

Yours faithfully

[student’s name]

Module 2.2 Presenting Your Company

Pages 20 and 21

Listening 2

headquarters corporation divisions

Listening 3

sixteen billion
nine hundred and seventy-eight million
one hundred and sixty
fifty-five thousand
half
four
six

five billion
two billion
nineteen oh six
one hundred and twelve billion

Listening 4

16,000,000,000 turnover
978,000,000,000 final income
160 countries
55,000 employees
half of 55,000 in the USA
4 divisions
6 % of revenue dedicated to research & development
5,000,000,000 dollars revenue in Europe
(over) 2,000,000,000 dollars rest of world revenue
1906 company founded
112,000,000,000 total market

Listening 5

1 A 2 F 3 F 4 D 5 A
6 C 7 B 8 B 9 B 10 D
11 D 12 A 13 B 14 C 15 F

Pages 22 and 23

Writing 4

1 All staff.
2 Any staff with a company-based pension scheme.
3 There have been changes in the government pension laws.
4 This will affect the current company-based pension scheme.
5 A presentation will be given by the Head of Finance on the changes and any effects.

Writing 5

presentation, changes, pension, scheme

Writing 6

Possible answers

Memo 1: Display of new factory plans
Memo 2: Presentation on flexitime and home-working
Memo 3: Spanish classes

Writing 7

Possible answer

To: All Staff

From: [name of student]

Date: 1st October

Subject: Presentation of new insurance policy

To offer staff a better health insurance scheme, we are now working with a new insurance company. Please note therefore that a representative from this company will present the new staff policy on 9th October at 2pm in the conference room. All staff are welcome to attend.

Module 2.3 Reading: Checking for errors

Pages 24 and 25

1

prepositions	articles	conjunctions	auxiliary verbs	pronouns
for to of	the a	because so and	has are do	which who

2

Possible answers

prepositions	articles	conjunctions	auxiliary verbs	pronouns
in at by	an (no article)	when while	have does	it him that

3

1 WILL
2 OF
3 WHO
4 IN
5 DO
6 CORRECT
7 TO
8 AND
9 CORRECT
10 TAKE
11 FOR
12 CORRECT

Writing Success 1
Possible answer

From: [student's name]

Subject: Confirmation of seminar details

Date: XXXX

To: Assistant seminar organisers

Please note that I have booked Rooms 101 and 102 for the seminar next week. I'd be grateful if you would now confirm this booking and the final schedule for the event with security. Also note that Mr Singh will be one hour late on the Monday morning.

Module 3.1 Starting a Business
Pages 26 and 27

Vocabulary 1
Possible answers

	Advantage	Disadvantage
Sole trader	You take all the profit.	If you go bankrupt, you lost everything.
Partnership	You share the pressure.	You might disagree on strategy.
Franchise	The business model is given to you so there is less risk.	Parts of your profits goes to the franchisor.

Reading 3

- 1 launch
- 2 charge
- 3 fee
- 4 growth
- 5 concept
- 6 branch out

Listening 4

- You must be someone who likes to follow rules and have support from others
- Choose a strong brand and something you are interested in
- You need start-up capital

Listening 5

- 1 it's important when
- 2 Secondly, I'd say
- 3 For example
- 4 also think
- 5 Finally, there's

Pages 28 and 29

Listening 1

- 1 Naunton
- 2 Launching your business online
- 3 Sunday evening
- 4 nine fifteen/9.15
- 5 r.naunton@worldsyouroyster.com

Listening 2

- 1 are opening the room at 3
- 2 set up
- 3 4pm
- 4 twelve
- 5 seven

Grammar 3

- 1 E
- 2 C
- 3 D
- 4 B
- 5 A

Grammar 4

- 1 won't be setting
- 2 will be arriving
- 3 'll have finished
- 4 'll have gone

Grammar 5

- 1 Sentences 1 and 2 are future continuous.
- 2 Sentences 3 and 4 are future perfect.

Grammar 6

- 1 'll call
- 2 won't rise
- 3 're running
- 4 'm going to have
- 5 leaves
- 6 will be opening
- 7 will have started
- 8 's going to leave
- 9 'll be receiving

Module 3.2 Leaving and Taking Messages
Pages 30 and 31

Listening 1

- 1 D
- 2 H
- 3 B
- 4 G
- 5 C

Listening 3

- A 2
- B 6
- C 3
- D 3
- E 2
- F 4
- G 7
- H 5
- I 4
- J 6
- K 7
- L 5

Pages 32 and 33

Writing 1

- 1 on his home number
- 2 that the next meeting is on the 23rd
- 3 the final dates
- 4 for any confusion
- 5 the meeting
- 6 to call
- 7 bring the interviews forward
- 8 join us/them later
- 9 order number 01-X33

Writing 2

Possible answers

- 1 Please email Ralph details of next month's seminars at r.hensher@henckel.de.
- 2 Maria Monblot wants to attend next month's business breakfast meeting not this month's. Confirm this with her on 768 4556.
- 3 Please call Jochen Anderson about the schedule for the 25th between two and five

Writing 4
Possible answer

Minutes of the meeting to discuss plans for Seattle conference

Participants: Robert Samuelson (Chair), Dahlia Zille, Hugo Sata.
Date: 27th November

RS opened the meeting and suggested that someone should arrive two days earlier to set up. HS disagreed and suggested that one day was enough time. DZ agree to arrive on the 7th.

DZ confirmed that she had already booked a hotel and would book the flights.

RS wanted to discuss the issue of sponsoring an event for delegates. HS suggested that a lunchtime event might attract more visitors to the exhibition stand. Everyone agreed and RS said he would give HS a budget.

DZ raised the issue of the incorrect price lists. It was agreed that RS would make new price lists and include some offers.

Module 5.3 Speaking: Short presentations
Pages 54 and 55

- 2**

There are a number of points to consider when ...
First of all, there's ...
For example ...
The second point to remember is ...
You also need to consider ...
Something else is ...
- 3**

Erica's question at the end is *People say that newspaper advertising isn't as effective as, say, a TV commercial. Do you agree with this?*
Erica's question is good because she starts with a statement and then asks Pierre to comment.
It's probably true that TV commercials are more effective because you have the person's attention, but on the other hand they're much more expensive.

Module 6.1 Recruitment
Pages 56 and 57

- Reading 2**

1 A ,C 2 B 3 C 4 A
5 A, B

- Vocabulary 4**
give a job: *hire, recruit, employ*
take someone's job away: *dismiss, sack, fire, lay off, make redundant*
leave a job: *give notice, walk out, resign, take voluntary redundancy*

- Listening 5**
Speaker 1: E
Speaker 2: G
Speaker 3: C
Speaker 4: A
Speaker 5: B

- Speaking 6**
Possible answers
1 Many people will respond that it is unethical, however, it is also a cultural issue since people from some countries would take the attitude that if it gets you the job then it is acceptable. It may also be the case that an applicant doesn't have the right qualification but is still able to do the job well.

- 2 You would expect that all managers should talk to the person in question about an issue and also to anyone involved such as colleagues of the person.

- 3 Good communication can avoid problems before they get out of control. Staff problems can be caused by problems at home or difficulties with other members of the team. By regularly talking to staff a manager might be able to predict issues even before they arise and take action.

- 4 This will often depend on the level of the post. Senior managers may often have three to six months as a notice period whereas the basic employee may only have as little as a week in which to find a new job.

- 5 Responses will include qualifications, references, character and personality, how they work with others, reasons for leaving the other job, etc.

- 6 Many companies have a policy of one verbal warning, a written warning and finally the employee is fired.

- 7 Students might feel that if a company has not been honest with them that it is appropriate to leave.

Pages 58 and 59

- Grammar 1**
1 's employed.
2 must have been asked
3 is hoped

- 4 are being made redundant
- 5 is to be looked at
- 6 were taken on
- 7 'll be fired

Grammar 2

- Present continuous 4
- Present perfect 0
- Past simple 6
- Will (future) 7
- Present infinitive 5
- It + passive 3
- Modal 2
- Grammar 3
- 1 are given
- 2 is being reviewed
- 3 've been offered
- 4 was set up
- 5 will be given
- 6 to be looked at
- 7 is hoped
- 8 have been delayed

Grammar 5

- 1 to assess
- 2 was unfairly dismissed
- 3 was followed
- 4 has been found
- 5 had failed
- 6 is reported
- 7 gave
- 8 was dismissed
- 9 appears
- 10 is recommended
- 11 should be carried out
- 12 will help

Module 6.2 Emailing
Pages 60 and 61

Reading 2

- 1 B 2 F 3 D 4 A 5 E
- 6 C

Vocabulary 3

- 1 a computer
- 2 click
- 3 shut down
- 4 mouse
- 5 delete
- 6 break
- 7 dismiss
- 8 sender
- 9 icon

Possible answers

- 1 Switch on the computer with this button here.
- 2 Double click on the icon.
- 3 Shut down the computer and restart it.
- 4 Use the mouse to move the cursor.
- 5 I deleted the email by mistake.
- 6 Put a page break in here.

- 7 Our company dismiss people who send personal emails.
- 8 This email doesn't say who the sender is.
- 9 Run the game by clicking on the icon.

Pages 62 and 63

Reading1

The order they were each sent is 3, 2, 4, 1.

Reading 2

- Request information: *Please give me ...*
- Announce: *Would all staff note ...*
- Request action: *Please / I'd be grateful if ...*
- Suggest: *Why don't you ...*
- Thank: *We appreciate ...*
- Refer to: *With regard to ...*
- Explain reason: *The reason is ...*
- Offer: *Would you like me to ...*
- Apologise: *I'm afraid ...*

Reading 3

Possible answers

- Request information: *I'd like ...*
- Announce: *Please note ...*
- Request action: *I'd like to request that ...*
- Suggest: *How about ...*
- Thank: *We thank you for ...*
- Refer to: *With reference to ...*
- Explain reason: *This is because ...*
- Offer: *Can I ...*
- Apologise: *I am sorry but ...*

Writing 4

Possible answers

1

Dear [name]

Would you please send me details of the next health and safety training event? I'm aware that it is due in the near future.

Regards

[name]

2

Dear [name]

Thanks for reminding me. The training event takes place on the 3rd September from 9–5 in the conference rooms. Please inform all department managers and forward the attached documents which are to be read before the event.

Thanks

[name]

3

Dear Department Managers

Would you all please note that the next health and safety training event takes place on the 3rd September from 9–5 in the conference rooms. As you know this is a legal requirement. Please also find attached documents which you should be familiar with before the event.

Thanks for your cooperation.

[name]

4

Dear [name]

Thanks for informing the managers. Unfortunately, the training event has been postponed. The reason is the trainer is unavailable. He has suggested the 23rd September, so can you let all managers know?

Sorry for the inconvenience.

[name]

5

Dear Department Managers

Following my previous email, I am writing to inform you of a change in date to the health and safety training event. Due to the unavailability of the trainer on the 3rd September, the event will now take place on the 23rd. All other details remain the same. Apologies for any inconvenience caused.

[name]

Module 6.3 Reading: Linking ideas

Pages 64 and 65

1

(pronouns in bold)

B Larry could have avoided **this** by looking out for the signs of burnout or in **his** case something worse.

D **He** or **she** is probably too stressed and could be redundant very soon.

E 'Occasionally **it** occurred to **me** how stressful the job was,' **he** says.

F 46% of **them** say lack of management support is a barrier to success.

2

Possible questions

For C: Which organisation?

For G: When was the previous conference? Which country or part of the world is the Dolphin Beach Resort in?

3

1 B ('this' refers back to 'a period of intensive care in hospital')

2 D ('he or she' refers back to 'your boss')

3 F ('them' refers back to 'employees')

4 A (The first reason is in the previous sentence 'your boss's careless attitude.' The second reason is 'you are simply working too hard.')

5 G (The previous sentence mentions conferences for the first time in the article. The other less obvious clue is that the following sentence says the next conference is in Florida, the west side of which in on the Gulf of Mexico.)

Module 7.1 Sales

Pages 66 and 67

Reading 2

Reasons for choosing marketing

- sounds better at dinner parties
- has an air of glamour (whereas sales has an unglamorous image)
- (many graduates believe) you work on creative PR campaigns and go on lots of jollies
- marketing seems more attractive (than sales)

Reasons for choosing sales

- it isn't as bad as myths suggest
- unlike marketing, sales is tangible
- it has a direct impact on a company's results
- you meet people and communicate with different personalities
- in sales there's a buzz of a target-driven environment
- you can manage millions of pounds of business
- make customers happy
- it's incredibly rewarding

Reading 3

1 B 2 C 3 B 4 D

Vocabulary 4

1 E 2 D 3 B 4 F 5 A
6 G 7 C

Pages 68 and 69

Reading 1

1 B, C 2 A 3 A 4 C

Module 11.3 Reading: Longer texts
Pages 114 and 115

Exam Practice

- 1 C 2 D 3 B 4 A 5 D
6 D

Module 12.1 Business Law
Pages 116 and 117

Listening 1

In this case both phone operators are using logos which use the same colour. One operator could argue that customers will therefore confuse the brand and that their competitor is making use of their brand image.

Listening 2

- 1 TV commercials
2 T-shirts
3 orange
4 petrol company
5 green
6 shape
7 business
8 colours

Vocabulary 3

- 1 I 2 A 3 F 4 G 5 B
6 E 7 H 8 J 9 C

Reading 4

- 1 C (the 'premises' refers to the petrol station)
2 B (*normal people ... aren't likely to face legal proceedings*)
3 A (*The operator has followed the easyGroup trademark branding and used orange.*)
4 B (*Google has said it intends to stop ...*)
5 A (*Orange may be taking easyMobile to court ... though easyMobile is part of a bigger company called easyGroup.*)
6 C (TOP is an Irish company but BP can only sue its stations in Northern Ireland which come under United Kingdom law.)
7 B (Google had said it intends to stop the use of its name ... / A spokeswoman said: *We think it's important to make the distinction between ...*)

Pages 118 and 119

Grammar 1

- 1 don't they
2 you can use the same colour
3 there's anything else
4 you think the outcome will be

Grammar 3

- 1 Do you think business **will** become ...
2 I was wondering **what** you think ...
3 ... a good product, **isn't** it?
4 ... by plane, won't **they**?
5 Do you think employees **can** work ...
6 ... what your plans for your future career **are**?
(or) ... what your plans **are** for your future career?
7 ... experience **do** you think would help ...
8 ... for three years, **haven't** you?

Module 12.2 Handling Questions
Pages 120 and 121

Listening 1

Possible questions

- A The customer might ask: *Can I have a refund? Can I exchange this for something else?* The shop assistant might ask: *When did you buy it? Do you have the receipt? Did you pay by credit card or cash?*
B The employee might ask: *Why wasn't I paid for that overtime I did? Why is the tax higher this month?*
C The student might ask: *What did I get wrong? Why was my mark so low?* The teacher might ask: *What went wrong? Did you revise?*
D The manager might ask: *Have you read our policy on sending emails? Why did you send so many?*
E The journalists might ask: *What is the company doing to solve the problem? Will you be giving customers a refund?*

Listening 2

- Conversation 1: C
Conversation 2: E
Conversation 3: B
Conversation 4: A
Conversation 5: D

Listening 3

- 1 E 2 F 3 C 4 B 5 A
6 D

Listening 4

- 1, 2, 3: A, C, E
4 F.
5, 6: B, D

Speaking 5

Possible answers

- 1 Sorry, I didn't understand the question.
2 I'm afraid I'm unable to answer that at the moment.
3 That's a very good question.
4 I just need to check with someone first.
5 I'd like to come back to that point later on if that's OK.
6 I'm afraid I'm unable to answer that at the moment.

Pages 122 and 123

Reading 1

1 When they have important news, company announcements, or at any time when it's possible to give an 'interesting slant'.*

2 When the story explains how your company has helped the local community or has raised money for charity. Also the story might be about success or relate to other hot topics. They won't use it if it seems like an advert.

3 One advantage is that a press release is free publicity and also that the public tend to take more notice of the company than they would from seeing an advertisement.

* 'interesting slant'. This often refers to newspaper stories which take an ordinary or even politically uninteresting event but manage to make it interesting in some way.

Reading 2

Text C isn't a good press release because it reads like an advertisement. It announces a sale with discounts and there is no suggestion that the company has done anything useful for the community.

Reading 3

1 C 2 D 3 A 4 A 5 B
6 C 7 B

Reading 5

- Introduces the news: *I am writing / It is always good to hear*
- Refers to reader's knowledge: *As many of you are aware / As many local people will know*
- Announces good news: *we are therefore pleased to announce / we are delighted / we are celebrating*
- Handles bad news: *Contrary to recent suggestions / we are taking this very seriously*

Writing 6

Possible answer

Dear Editor

Contrary to recent suggestions that the Everyman Theatre may be closing, we are pleased to announce the opening of our new café on May 1st. We are celebrating this event with a party for local people at 7pm. After that, the café will be open during the day for lunchtime shoppers as well as in the evenings for theatre audiences. We also intend to hold regular cabaret nights in the café.

Money for the café was raised by 'Friends of the Everyman' and this also helped pay for

the Internet access facilities. Two days after the café opening, the musical 'Guys and Dolls' will start on May 3rd in the main theatre, starring well-known TV actor Rene Travis.

Please find enclosed designs for the new café.

Yours sincerely

Module 12.3 Speaking: Discussions

Pages 124 and 125

1

Possible answers

Express an opinion: *I think ... / In my opinion ... / I feel that ... / It's important that ...*

Compare and contrast information: *On the one hand ... on the other hand ... /*

Ask the other person for their opinion: *What do you think? / How do you feel about ...? / Do you agree?*

Ask for clarification or repetition: *Do you mean ...? / Sorry, I don't quite follow you. / Can you repeat that?*

Agree: *That's right. / Yes, and ... / I agree ... / Sure.*

Disagree: *I know what you mean, but ... / Yes, but ... / Don't you also think, though, that ...*

2

- 1 B
- 2 G
- 3 G
- 4 B
- 5 G
- 6 B
- 7 G